

**Client Website User Interview**  
**Appendix A**  
**Script for Recruiting User Interviewees**

***Note:** The following provides suggested language grantees might adapt to recruit testers / interviewees for the client user interviews. We expect grantees will want to tailor this language based on their knowledge of their client community.*

Hello. I work for the [Program Name]. We believe all people should have high quality legal representation when they need it.

We have a website that provides legal information that can help people solve their legal problems. To ensure this website best serves those who need legal assistance, we are looking for people to test the website and tell us what they think about it.

To use the website, people need experience using a computer and a mouse. Do you have experience using a computer and a mouse?

- ☐ Yes (continue)
- ☐ No (stop. Say: “Thank you, we hope to explore ways to help people gain this experience.”)

Would you be willing to test our website and tell us what you think about it? It will take about 30 minutes to test the website and another 10-15 minutes to answer some questions telling us what you think about it. Your feedback would help us make sure the website meets the needs of community members as effectively as possible. Since you’ll be helping us, we will compensate you for your time. [**Note:** programs might consider providing a small “honoraria” (e.g., \$20), transportation expenses, a gift certificate, etc.]

It’s perfectly o.k. if you don’t want participate, and you don’t have to give us any reason why to don’t want to. Would you like to participate?

- ☐ Yes (proceed to test)
- ☐ No (stop. Say: “O.K. Thanks for talking with us.” Or something similar)